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Sir:

Transmitted herewith for filing is the Patent Application of:

Inventors: Carl Phillip Gusler, Rick Allen Hamilton, II and Timothy Moffett Waters

For: Employing Speech Recognition and Capturing Customer Speech to Improve Customer Service

Assignee Name: International Business Machines Corporation

Assignee Residence: Armonk, New York

Enclosed are:

18 Patent Specification including an Abstract
 5 Pages of Claims
 6 Sheet(s) of drawings. Informal Formal
 3 Declaration(s) and Power of Attorney
 Form PTO 1595 and Assignment of the Invention to IBM Corporation
 A certified copy of a _____ application.

Information Disclosure Statement, PTO 1449 and copies of 12 references.

The filing fee has been calculated as shown below:

FOR	Number Filed	Number Extra	Rate	Basic Fee
Total Claims	19	-20 =	00	<input checked="" type="checkbox"/> \$ 18 = \$ 00.00
Independent Claims	04	3 =	1	<input checked="" type="checkbox"/> \$ 84 = \$ 84.00
Multiple Dependent Claims	00		X	\$280 =
Total Filing Fee				= \$824.00

Please charge my Deposit Account No. 09-0447 in the amount of \$ 824.00. A duplicate copy of this sheet is enclosed.

The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

Any additional filing fees required under 37 CFR 1.16.

Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By David Mims, Jr.

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